

TOTAL PRIMARY CARE OFFICE POLICIES

Thank you for choosing Total Primary Care as your primary care specialist. We are committed to providing the finest personalized and professional care possible for our patients. We hope the following information will help answer some of your questions and help you understand how our office operates.

Office Hours

Monday through Thursday 8:30 am to 5:00 pm/Friday 8:30 am - 3:00 pm
We are closed for lunch from 12 to 1 pm M-F.

Scheduling Appointments

Appointments can be scheduled by phone or in person at the office. We ask that you arrive 15 minutes before your scheduled appointment. Patients arriving late for their appointment may be rescheduled and will be subject to a \$25 cancellation fee so please contact the office ahead of time if you cannot make your appointment on time.

Cancellation Policy

We realize patients may need to change their appointments, however, **we require a 24-hour notification** of cancellation for appointments so we may offer that time to another patient. If you fail to cancel, you will be billed the cancellation fee.

After Hours

Under no circumstances will refill requests be processed during non-office hours. All refill requests should be made prior to 3:00 pm on Fridays or prior to holidays. Prescription refills, appointment scheduling, and lab/test results will be handled only during routine office hours.

Dr. Ahmann does not take "call" during non-business hours. We recommend utilizing your local urgent care facility for minor emergencies or refills during non-office hours. If you have a life-threatening emergency, call 911 or go immediately to the nearest emergency room.

Medication Refills

Please allow at least 2 business days to process refills. Please take the **"no refills"** message on the prescription bottle as a reminder to schedule your next office visit. Please understand that this policy is for your safety and in your best interest. We care enough to be sure that you are being treated properly for your ongoing medical needs.

Medical Forms

There will be a fee charged for filling out a variety of health related forms. The fee will be \$25.00 for up to 3 pages and \$5.00 per page thereafter. Forms cannot be filled out while you wait. We need at least 48 hours to fill out most forms.

Patient Signature: _____